

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND ENERGY TO COLONIAL GAS COMPANY

DTE 05-18

Respondent: Amy Smith

Information Request: DTE 1-7

- Q. Please refer to Section 3, Attachment 5 - DTE Satisfaction Tracking Study. Explain the reasons for the higher customer dissatisfaction figures (bottom 3 boxes) for January and November 2004 for the Residential Contact Tracking Survey. Also explain the reasons for the higher numbers for “very dissatisfied” in February, April and November 2004.
- A. There are many factors that may affect a customer’s feelings towards the Company. However, the survey design, pursuant to the Guidelines established in DTE 99-84, does not provide sufficient information for the Company to discern with any degree of confidence which of these factors may have affected the results reported for any individual month.